

Both Lexus and your Lexus dealer are dedicated to serving your automotive needs. Your complete satisfaction is our first priority. Should you have a problem or concern, please take the following steps to ensure the quickest possible response:

Step 1

Discuss the situation with a dealership manager, such as the service manager or customer satisfaction manager. If necessary, ask the dealership owner or general manager for assistance. In most cases, a satisfactory solution can be reached at this step.

Step 2

If the dealership does not address your concern to your satisfaction, call the Lexus Customer Satisfaction Department at (800) 25-LEXUS (800/255-3987). In Canada, call (800) 26-LEXUS (800/265-3987). In Mexico, call 95-1-310-328-2075.

If you are hearing- or speech-impaired, call (800) 443-4999 (TDD).

You may also write to us at:

Lexus Customer Satisfaction
Department
P.O. Box 2991
Torrance, CA 90509-2991

Whether calling or writing, please provide the following information:

- Vehicle identification number (located on the driver's side corner of the dashboard, under the window)
- Current vehicle mileage
- Name of your selling and servicing Lexus dealerships
- Your day and evening telephone numbers

Step 3

If your concern has still not been resolved to your satisfaction, Lexus offers additional assistance through:

National Center for Dispute Settlement (NCDS)
P.O. Box 457
Mt. Clemens, MI 48046
(866) 272-4872

Important: You must use NCDS prior to exercising rights or seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act. In addition, you must use NCDS if you are required to do so prior to exercising certain rights or seeking certain remedies available under the Lemon Laws of your state. See the *Lemon Law Guide* for specific requirements applicable in your state.

However, if your state law permits and if you choose to exercise rights and seek remedies that are not created by the Act, you need not use NCDS.

NCDS Arbitration

What is the Dispute Settlement Program?

This program consists of local NCDS professionals who are trained and experienced in arbitration. The arbitrator(s) appointed by NCDS will arbitrate your case by reviewing the facts you present; having the vehicle inspected, if necessary; and promptly rendering a fair and equitable decision.

How much will it cost?

The service is provided at no cost to you. It is part of Lexus' effort to promptly and equitably resolve your concerns. The decision-maker is an impartial third party. The decision of the arbitrator(s) is binding on Lexus but not on you.

What types of disputes are eligible?

NCDS resolves disputes involving Lexus product reliability and warranty performance that arise during the greater of 1) four years or 50,000 miles from the vehicle's in-service date, whichever is earlier; or 2) the applicable provision of the Lexus New Vehicle Limited Warranty. However, NCDS will not arbitrate 1) claims involving a vehicle used primarily for commercial purposes unless the Lemon Laws of your state cover vehicles used for commercial purposes; or 2) claims that an air bag failed to deploy or deployed when it should not have; or 3) disputes regarding fires and/or accidents and/or theft. Since there are other additional exclusions, please contact NCDS for further information on eligibility guidelines. You must file a request for arbitration with NCDS within six months of the expiration of the eligibility period, provided the concern or alleged defect was brought to the attention of Lexus or one of its dealers during the eligibility period.

How long is the arbitration process?

The entire process – from the time NCDS receives your request for arbitration to the arbitrator's decision – is designed to take no more than 40 days. A decision may be delayed if:

- You fail to provide certain information required by NCDS.
- You fail to make your vehicle available for inspection by NCDS in a timely manner (if an inspection is required).

How do I request arbitration?

To initiate arbitration, you must complete an NCDS customer claim form and mail it to NCDS. A claim form is included in the *Lemon Law Guide* located in your vehicle, or you may request a form by calling NCDS at (866) 272-4872. When you call, please have ready your vehicle identification number (VIN), the names of your selling and servicing dealerships, and the current mileage on your Lexus.

In addition to completing the customer claim form, please provide NCDS with the following information:

- Vehicle year, make, model, VIN, mileage and date of purchase.
- A brief description of your complaint and the actions you have taken to resolve it.
- What action or remedy you believe would resolve your problem.

If you are seeking reimbursement for repairs or incidental expenses, please provide copies of applicable receipts.

Send your request to:

National Center for Dispute Settlement
P.O. Box 457
Mt. Clemens, MI 48046

Upon receipt of your request, NCDS will contact you regarding the status of your case and supply you with additional details about the program.

How does the arbitration process work?

When NCDS receives your request, it will be forwarded to the Lexus area office for response.

After analyzing all information pertaining to your case, NCDS may schedule a technical inspection. This may include an inspection of the vehicle by an independent technical expert with a Lexus representative present. The technical expert will forward his or her evaluation to NCDS.

An oral hearing will be held prior to a decision being rendered. At this hearing, all relevant evidence is admissible. You and a Lexus representative will present both sides of the case to the NCDS arbitrator(s). You will each be given an equal opportunity to give testimony and provide documents. Then you will each be given an opportunity for rebuttal. After considering all testimony and documents, the arbitrator(s) will review the applicable legal standards and render a decision within 10 days.

A settlement satisfactory to all parties may be negotiated at any time during the process.

What types of decisions are rendered, and how do I know if Lexus will abide by the decision of the arbitrator(s)?

Arbitrated decisions are based on what the arbitrator(s) believe to be fair and equitable after applying the appropriate legal standards. Remedies include but are not limited to repairs; reimbursement for repairs and incidental expenses, such as towing costs; and repurchase or replacement of your vehicle.

The decision of the arbitrator(s) is binding on Lexus but not on you. Lexus must comply with the decision shortly after it is rendered, usually within 30 days of your acceptance of the decision. NCDS will contact you within 10 days of scheduled compliance to ensure that Lexus has complied in a timely manner.

Are there limits to the scope of arbitrated decisions?

Arbitrated decisions do not include:

- Attorney fees
- Punitive damages
- Multiple damages
- Consequential damages, other than incidental damages that you may be entitled to under law

What other recourse do I have?

If you are dissatisfied with the arbitrator's decision or Lexus' compliance, you may pursue any other legal remedies available to you, including small claims court. You should be aware that the decision of the arbitrator(s) is admissible as evidence in any legal proceedings concerning your vehicle.

Is the Dispute Settlement Program subject to change?

The information in this booklet about the program is correct as of the date of printing. However, the program may be changed without notice. Contact the Lexus Customer Satisfaction Department at (800) 255-3987 for the most current information concerning the Dispute Settlement Program.

You have purchased one of the finest vehicles built in the world today, and it is backed by one of the finest warranties in the industry. This excellent warranty coverage demonstrates not only our confidence in Lexus vehicles, but also our commitment to every Lexus customer. We're dedicated to ensuring that you enjoy exceptional quality, dependability and peace of mind throughout your ownership experience.

To further demonstrate our commitment to our customers' satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that are no longer covered by warranty. When we establish such a policy adjustment, we mail details to all applicable owners on record. That's why it is important to send in the card at the back of this booklet if you change your address or if you have purchased your Lexus from a previous owner.

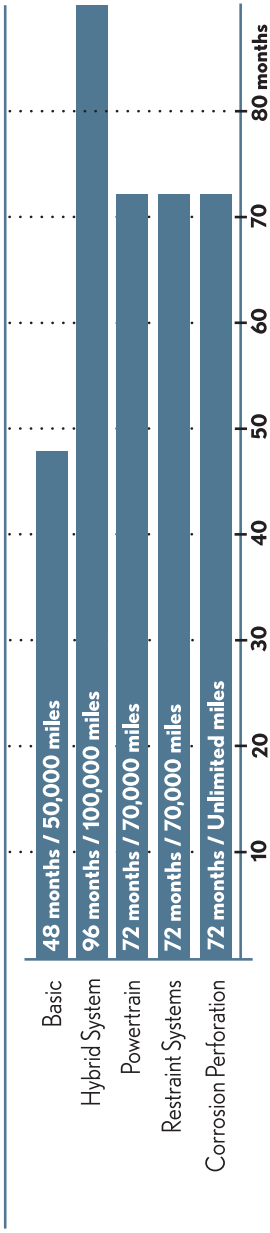
You've made a wise decision to purchase a Lexus. Your vehicle delivers world-class luxury and performance,

along with an unparalleled commitment from Lexus to ensuring your satisfaction. You can be confident – as we are – that you'll enjoy owning your Lexus as much as you enjoy driving it.

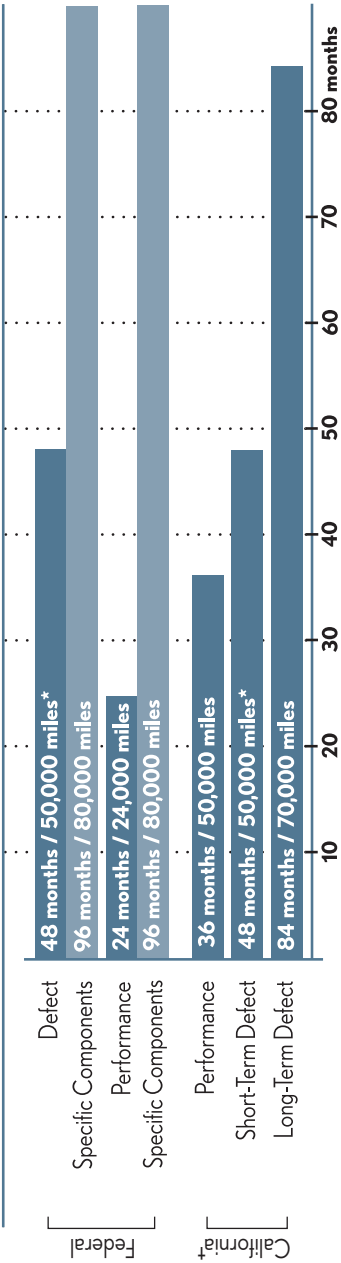
This section of the *Warranty and Services Guide* describes the terms of Lexus warranty coverage as well as general owner responsibilities. The section entitled "Maintenance Information" beginning on page 39 describes your vehicle's maintenance requirements. Be sure to review this information carefully, since proper maintenance is required to ensure that warranty coverage remains intact.

All warranty information is the latest available at the time of publication and, with the exception of the emission control warranties, is subject to change without notice.

New Vehicle Limited Warranty



Emission Control Warranty



*Specific components may have longer coverage under terms of the Powertrain Warranty.

†Also applies to Connecticut, Maine, Massachusetts, Pennsylvania, Rhode Island and Vermont vehicles equipped with a California Certified Emission Control System. Vehicles covered by this warranty are also covered by the Federal Emission Control Warranty.

WARRANTY

Who Is the Warrantor

The warrantor for these limited warranties is Lexus, a division of Toyota Motor Sales, U.S.A., Inc., 19001 South Western Avenue, Torrance, California 90509-2991, a California corporation.

Which Vehicles Are Covered

These warranties apply to 2008 model-year Lexus LS 600h L vehicles registered and normally operated in the United States, U.S. territories and Canada. Warranty coverage is automatically transferred at no cost to subsequent vehicle owners.

Multiple Warranty Conditions

This booklet contains warranty terms and conditions that may vary depending on the part covered. A warranty for specific parts or systems, such as the Powertrain Warranty or Emission Performance Warranty, is governed by the coverage set forth in that warranty as well as the General Warranty Provisions.

When Warranty Begins

The warranty period begins on the vehicle's in-service date, which is the first date the vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator.

Repairs Made at No Charge

Repairs and adjustments covered by these warranties are made at no charge for parts and labor.

Parts Replacement

Any needed parts replacement will be made using new or remanufactured parts. The decision whether a part should be repaired or replaced will be made by the servicing Lexus dealership and/or Lexus. Parts scheduled to be replaced as required maintenance are warranted until their first replacement only.

Note: Lexus remanufactured parts meet or exceed all factory standards for safety, quality and reliability.

Limitations

The performance of necessary repairs and adjustments is the exclusive remedy under these warranties or any implied warranties. Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of these written warranties. Some states do not allow restrictions on how long an implied warranty lasts, so this limitation may not apply to you.

Your Rights Under State Law

These warranties give you specific legal rights. You may also have other rights that vary from state to state.

WHAT IS COVERED AND HOW LONG

Basic Warranty

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any part supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 19–20.

Coverage is for 48 months or 50,000 miles, whichever occurs first, with the exception of wheel alignment and wheel balancing, which are covered for 12 months or 20,000 miles, whichever occurs first.

Hybrid System Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of the components listed here and supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 19–20:

- Hybrid battery
- Hybrid battery control module
- Hybrid control module
- Inverter with converter

Coverage is for 96 months or 100,000 miles, whichever occurs first.

Powertrain Warranty

This warranty covers repairs needed

to correct defects in materials or workmanship of any component listed here and supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 19–20.

Coverage is for 72 months or 70,000 miles, whichever occurs first.

Engine

Cylinder block and head and all internal parts, timing belt and cover, flywheel, oil pan, water pump, fuel pump, engine mounts, engine control computer, seals and gaskets.

Transmission

Front motor/generators, case and all internal parts, mounts, seals and gaskets.

Front-Wheel-Drive System

Axle shaft, hub, bearings, seals and gaskets.

Rear-Wheel-Drive System

Rear motor/generator, differential carrier assembly, axle carrier, axle case, axle bearing, axle shaft, seals and gaskets.

Restraint Systems Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any seatbelt or air

bag system supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 19–20.

Coverage is for 72 months or 70,000 miles, whichever occurs first.

For vehicles sold and registered in Kansas, the warranty for seatbelts and related components is 10 years, regardless of mileage.

Corrosion Perforation Warranty

This warranty covers repair or replacement of any original body panel that develops perforation from corrosion (rust-through), subject to the exceptions indicated under “What Is Not Covered” on pages 19–20.

Coverage is for 72 months, regardless of mileage.

For information on how to protect your vehicle from corrosion, see the section entitled “Service Procedures and Specifications – Body” in the *Owner’s Manual*.

Towing

When your vehicle is inoperable due to failure of a warranted part, towing service to the nearest authorized Lexus dealership is covered.

WHAT IS NOT COVERED

This warranty does not cover damage or failures resulting directly or indirectly from any of the following:

- Fire, accidents or theft
- Abuse or negligence
- Misuse – for example, racing or overloading
- Improper repairs
- Alteration or tampering, including installation of non-Genuine Lexus Accessories
- Lack of or improper maintenance, including use of fluids other than those specified in the *Owner’s Manual*
- Installation of non-Genuine Lexus Parts
- Airborne chemicals, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, wind storms, lightning and other environmental conditions
- Water contamination

This warranty also does not cover the following:

Tires

Tires are covered by a separate warranty provided by the tire manufacturer. See page 34.

Normal Wear and Tear

Noise, vibration, cosmetic conditions and other deterioration caused by normal wear and tear.

Maintenance Expense*

Normal maintenance services such as engine tune-ups; replacement of fluids and filters; lubrication; cleaning and polishing; replacement of spark plugs and fuses; and replacement of worn wiper blades, brake pads/linings and clutch linings.

Vehicles With Altered Odometer

Failure of a vehicle on which the odometer has been altered so that actual vehicle mileage cannot be readily determined.

Vehicles With Unknown Vehicle Identification Number

Any vehicle for which the original factory-assigned vehicle identification number cannot be determined.

Salvage or Total-Loss Vehicles

Any vehicle that has ever been issued a "salvage" title or similar title under any state's law; or has ever been declared a "total loss" or equivalent by a financial institution or insurer, such as by payment for a claim in lieu of repairs because the cost of repairs exceeded the cash value of the vehicle. This exclusion does not apply to the emission control warranties.

Incidental Damages

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to inconvenience; the cost of transportation, telephone calls and lodging; the loss of personal or commercial property; and the loss of pay or revenue.

**Lexus provides the first scheduled maintenance service at no charge. See page 4 for details.*

Disclaimer of Extra Expenses and Damages

The performance of necessary repairs and adjustments is the exclusive remedy under this warranty or any implied warranty. Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle. Lexus shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of this written warranty, except in states where this limitation is not allowed.

DISPUTE RESOLUTION

If a dispute arises regarding your warranty coverage, please follow the steps described on pages 9–10. Please note that you must use the National Center for Dispute Settlement before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act. You may also be required to use the National Center for Dispute Settlement before seeking remedies under the Lemon Laws of your state. For the requirements applicable to your state, see the appropriate page of the *Lemon Law Guide* located in your vehicle.

WHAT IS COVERED AND HOW LONG

Emission Defect Warranty

Lexus warrants that your vehicle:

- Was designed, built and equipped to conform at the time of sale with applicable federal emissions standards.
- Is free from defects in materials and workmanship that may cause the vehicle to fail to meet these standards.

Federal regulations require that this warranty be in effect for two years or 24,000 miles from the vehicle's in-service date, whichever occurs first. However, under the terms of the Basic Warranty, Lexus provides coverage of four years or 50,000 miles, whichever occurs first. Specific components may have longer coverage under the terms of the Powertrain Warranty. Additionally, components marked "8/80" in the parts list on pages 23-24 have coverage of eight years or 80,000 miles, whichever occurs first.

Emission Performance Warranty

Some states and localities have established vehicle inspection and maintenance (I/M) programs to encourage proper vehicle maintenance. If an EPA-approved I/M program is in force in your area, you are eligible for Emission Performance Warranty coverage.

Under the terms of the Emission Performance Warranty and federal regulations, Lexus will make all necessary repairs if both of the following occur:

- Your vehicle fails to meet applicable emissions standards as determined by an EPA-approved emissions test.
- This failure results or will result in some penalty to you – such as a fine or denial of the right to use your vehicle – under local, state or federal law.

This warranty is in effect for two years or 24,000 miles from the vehicle's in-service date, whichever occurs first. Additionally, components marked "8/80" in the parts list on pages 23-24 have coverage of eight years or 80,000 miles, whichever occurs first.

WHAT IS NOT COVERED

These warranty obligations do not apply to failures or noncompliance caused by:

- The use of replacement parts not certified in accordance with aftermarket parts certification regulations.
- The use of replacement parts not equivalent in quality or design to original equipment parts.

Provisions under the “What Is Not Covered” section of the New Vehicle Limited Warranty also apply to this warranty.

WARRANTY PARTS LIST

Air/Fuel Metering System

- Air/fuel ratio feedback control system
- Electronic fuel injection system components
 - Air flow sensor
 - Engine control module (8/80)
 - Throttle body
 - Other components

Air Induction System

- Intake manifold and intake air surge tank

Catalyst System

- Catalytic converter and protector (8/80)
- Constricted fuel filler neck
- Exhaust manifold
- Exhaust pipe (manifold to catalyst and/or catalyst to catalyst)

Evaporative Control System

- Charcoal canister
- Diaphragm valve
- Fuel filler cap
- Fuel tank

8/80 = Covered for eight years or 80,000 miles, whichever occurs first.

Hybrid System

- Battery thermistor
- Battery voltage sensor
- Electric vehicle junction box
- Generator
- Hybrid battery*
- Hybrid battery control module (8/80)*
- Hybrid control module (8/80)*
- Inverter with converter*
- Motor
- System main relay and battery current sensor

Ignition System

- Distributor and internal parts
- Ignition coil and ignitor
- Ignition wires
- Spark plugs†

Positive Crankcase Ventilation (PCV) System

- Oil filler cap
- PCV valve or orifice

Other Parts Used in Systems Listed

- Data link connector (8/80)
- Hoses, clamps, fittings, tubing and mounting hardware
- Malfunction indicator light and bulb (8/80)
- Pulleys, belts and idlers
- Sealing gaskets and devices
- Sensors, solenoids, switches and valves

8/80 = Covered for eight years or 80,000 miles, whichever occurs first.

*These components are covered under the Hybrid System Warranty for eight years or 100,000 miles, whichever occurs first.

†Warranted until first required maintenance under terms of the California Emission Control Warranty.

MAINTENANCE

You are responsible for performance of the required maintenance indicated in the *Owner's Manual* and this guide. Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, any failure or noncompliance caused by lack of maintenance is not covered by this warranty.

When maintenance and repairs are paid for by you, these services may be performed by you or by any automotive service provider you choose. Lexus will not deny a warranty claim solely because you used a service provider other than a Lexus dealership for maintenance and repairs. However, any failure or noncompliance caused by improper maintenance or repairs is not covered by this warranty.

REPLACEMENT PARTS

To ensure optimum performance and maintain the quality built into your vehicle's emission control systems, Lexus recommends the use of Genuine Lexus Parts when servicing or repairing the systems.

Warranty coverage is not dependent upon the use of any particular brand of replacement parts and you may elect to use non-Genuine Lexus Parts for maintenance and repairs. However, use of replacement parts that are not equivalent in quality to Genuine Lexus Parts may impair the effectiveness of the emission control systems.

If you use replacement parts that have maintenance or replacement schedules different from those of Genuine Lexus Parts, you must follow the maintenance and replacement schedules for the parts you are using. In addition, you should ensure that such parts are warranted by their manufacturers to be equivalent to Genuine Lexus Parts.

IF YOUR VEHICLE FAILS AN EMISSIONS TEST

If your vehicle fails an EPA-approved emissions test, you may make a claim under the Emission Performance Warranty. To do so, take your vehicle to an authorized Lexus dealership and present a copy of the emissions test report. Also, take your maintenance records in case they are needed.

If your claim qualifies for coverage, the dealership will repair your vehicle within 30 days (unless a shorter period is required by law). If your claim is denied, Lexus will notify you in writing of the reason within the same period. If we fail to do so, we will repair your vehicle free of charge. The only exceptions allowed are when you request or agree to a delay, or when a delay is caused by factors beyond the control of Lexus or the dealership.

For information on how to obtain service under the Emission Defect Warranty, see page 37, "Obtaining Warranty Service."

IF YOU HAVE QUESTIONS

If you have questions or concerns about your vehicle's federal emission warranty coverage, please follow the steps described on pages 9-10. In the case of the Emission Performance Warranty, you may also request information from or report complaints to:

U.S. Environmental Protection
Agency
Vehicle Programs & Compliance
Division (6405J)
Attn: Warranty Complaints
401 M Street SW
Washington, D.C. 20460

Vehicles equipped with a California Certified Emission Control System that are registered and operated in California or any state that adopts California emission warranty provisions are also covered by the California Emission Control Warranty (see page 28). Connecticut, Maine, Massachusetts, Pennsylvania, Rhode Island and Vermont are the only other states to which the California Emission Control Warranty currently applies.

DEALER CERTIFICATE

We (the dealership) want you to know that at the time your new Lexus vehicle is being delivered:

- 1) On the basis of written notification furnished by Lexus, we have knowledge that the vehicle is covered by an EPA Certificate of Conformity.
- 2) We have visually inspected those emission control devices or portions thereof that are visible without removing or adjusting any components or systems, emissions-related or otherwise. On the basis of this inspection, there are no apparent deficiencies in the installation of emission control devices by Lexus. (For purposes of this certificate, "emission control devices" is limited to devices installed on a vehicle for the sole or primary purpose of controlling emissions and which were not in general use before 1968.)
- 3) We have performed all emission control system preparations required by Lexus prior to the sale of the vehicle as set forth in Lexus' current pre-delivery service manual.
- 4) Except as may be provided in Paragraph 5, if this vehicle fails an EPA-approved emissions test within three months or 4,000 miles (whichever comes first) of delivery to the ultimate purchaser, and the vehicle has been maintained and

used in accordance with the written instructions for proper maintenance and use, Lexus will remedy the nonconformity free of charge under the terms of the Emission Performance Warranty.

- 5) If vehicle was used as a company car or demonstrator, check box and complete the following:
 - ☐ The vehicle with which this statement is delivered was placed into service as a company car or demonstrator prior to delivery. The Emission Performance Warranty period commenced on the date the vehicle was first placed into service, which was

Month Day Year

Note: The dealership makes no representation or warranty that the emission control system or any part thereof is without defect or that the system will perform properly. The Emission Performance Warranty referred to in Paragraph 4 and furnished with the vehicle is solely that of the manufacturer.

This statement is required by section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

Dealership name

WARRANTY

YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board (CARB) and Lexus are pleased to explain the emission control system warranty for your 2008 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the state's stringent anti-smog standards. CARB regulations require that Lexus must warrant the emission control system on your vehicle for the time periods indicated on this page, provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel injection system, ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emissions-related assemblies.

Where a warrantable condition exists, Lexus will repair your vehicle at no cost to you, including diagnosis, parts and labor.

MANUFACTURER'S WARRANTY COVERAGE

- 1) For three years or 50,000 miles, whichever occurs first:
 - If your vehicle fails a smog-check test, all necessary repairs and adjustments will be made by Lexus to ensure that your vehicle passes the test. This is your **Emission Control System PERFORMANCE WARRANTY**.
 - If any emissions-related part on your vehicle is defective, the part will be repaired or replaced by Lexus. This is your **SHORT-TERM Emission Control System DEFECT WARRANTY**. Covered parts are listed on pages 23-24.
Note: Under the terms of the Basic Warranty, Lexus provides coverage of four years or 50,000 miles, whichever occurs first. Specific components may have longer coverage under the terms of the Powertrain Warranty.
- 2) For seven years or 70,000 miles, whichever occurs first:
 - If an emissions-related part listed on page 30 is defective, the part will be repaired or replaced by Lexus. This is your **LONG-TERM Emission Control System DEFECT WARRANTY**.

OWNER'S WARRANTY RESPONSIBILITIES

You are responsible for performance of the required maintenance indicated in the *Owner's Manual* and this guide. Lexus recommends that you retain all receipts covering maintenance on your vehicle, but Lexus cannot deny warranty coverage solely for the lack of receipts or your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Lexus dealership as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

You should also be aware that Lexus may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact the Lexus Customer Satisfaction Department at (800) 255-3987 or the California Air Resources Board, Mobile Source Control Division, at 9528 Telstar Avenue, P.O. Box 8001, El Monte, CA 91734-8001.

WHAT IS NOT COVERED

These warranty obligations do not apply to failures or noncompliance caused by:

- The use of replacement parts not certified in accordance with aftermarket parts certification regulations.
- The use of replacement parts not equivalent in quality or design to original equipment parts.

Provisions under the "What Is Not Covered" section of the New Vehicle Limited Warranty also apply to this warranty.

PARTS LIST: LONG-TERM EMISSION DEFECT WARRANTY

The parts listed here are covered for seven years or 70,000 miles from the vehicle's in-service date, whichever occurs first.

Air/Fuel Metering System

- Air/fuel ratio sensor
- Engine control computer (engine control module)
- Fuel pump
- Injector
- Throttle body

Air Induction System

- Intake manifold and intake air surge tank

Catalyst System

- Catalytic converter (warm-up three-way catalyst)
- Exhaust front pipe
- Exhaust manifold

Evaporative Control System

- Charcoal canister
- Fuel tank

Hybrid System

- Battery voltage sensor
- Generator
- Hybrid battery*
- Hybrid battery control module*
- Hybrid control module*
- Inverter with converter*
- Motor
- Motor control computer
- System main relay

Ignition System

- Knock sensor

*These components are covered under the Hybrid System Warranty for eight years or 100,000 miles, whichever occurs first.

MAINTENANCE

You are responsible for performance of the required maintenance indicated in the *Owner's Manual* and this guide. Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, any failure or noncompliance caused by lack of maintenance is not covered by this warranty.

When maintenance and repairs are paid for by you, these services may be performed by you or by any automotive service provider you choose. Lexus will not deny a warranty claim solely because you used a service provider other than a Lexus dealership for maintenance and repairs. However, any failure or noncompliance caused by improper maintenance or repairs is not covered by this warranty.

REPLACEMENT PARTS

To ensure optimum performance and maintain the quality built into your vehicle's emission control systems, Lexus recommends the use of Genuine Lexus Parts when servicing or repairing the systems.

Warranty coverage is not dependent upon the use of any particular brand of replacement parts and you may elect to use non-Genuine Lexus Parts for maintenance and repairs. However, use of replacement parts that are not equivalent in quality to Genuine Lexus Parts may impair the effectiveness of the emission control systems.

If you use replacement parts that have maintenance or replacement schedules different from those of Genuine Lexus Parts, you must follow the maintenance and replacement schedules for the parts you are using. In addition, you should ensure that such parts are warranted by their manufacturers to be equivalent to Genuine Lexus Parts.

IF YOUR VEHICLE FAILS A SMOG-CHECK TEST

If your vehicle fails a smog-check test, you may make a claim under the Emission Performance Warranty. To do so, take your vehicle to an authorized Lexus dealership and present a copy of the smog-check test report. Also, take your maintenance records in case they are needed.

If your claim qualifies for coverage, the dealership will repair your vehicle within 30 days (unless a shorter period is required by law). If your claim is denied, Lexus will notify you in writing of the reason within the same period. If we fail to do so, we will repair your vehicle free of charge. The only exceptions allowed are when you request or agree to a delay, or when a delay is caused by factors beyond the control of Lexus or the dealership.

For information on how to obtain service under the Emission Defect Warranty, see page 37, "Obtaining Warranty Service."

REPAIR DELAYS

If a Lexus dealership is unable to complete repairs on your vehicle within 30 days, you may have the repairs made under Lexus' provisions for emergency warranty repairs. See pages 37–38 for details.

IF YOU HAVE QUESTIONS

If you have questions or concerns about your vehicle's California emission warranty coverage, please follow the steps described on pages 9-10.

You may also request information from or report complaints to:

California Air Resources Board
Mobile Source Control Division
P.O. Box 8001
El Monte, CA 91734-8001
(800) 242-4450

Vehicles equipped with a California Certified Emission Control System that are registered and operated in California or any state that adopts California emission warranty provisions are covered by this warranty. Connecticut, Maine, Massachusetts, Pennsylvania, Rhode Island and Vermont are the only other states to which this warranty currently applies. Vehicles covered by this warranty are also covered by the Federal Emission Control Warranty (see page 22).

OBTAINING WARRANTY SERVICE

The tires that come as original equipment on your vehicle are warranted by their manufacturer and not Lexus. Please refer to the tire warranty statement included with the owner information in your vehicle.

To obtain warranty service for a tire, take the tire to an authorized dealer of the tire manufacturer. (Refer to your local phone directory for dealer locations.) Your Lexus dealer may also be able to assist you in obtaining warranty service from the manufacturer.

For additional warranty information or service assistance, contact the tire manufacturer directly.

ORIGINAL EQUIPMENT TIRE MANUFACTURERS

Bridgestone/Firestone

535 Marriott Drive
Nashville, TN 37214
Bridgestone: (800) 847-3272
Firestone: (800) 356-4644

Dunlop Tires

1144 East Market Street
Akron, OH 44316
(800) 321-2136

GENERAL INFORMATION

You are responsible for ensuring that your Lexus is operated and maintained according to the instructions in the *Owner's Manual* and the "Maintenance Information" section of this guide.

You should keep detailed records of vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records should include date of service, mileage at time of service and a description of service performed and/or parts installed. For your convenience, maintenance logs are included in the "Maintenance Information" section of this guide. If you sell your vehicle, you should give your maintenance records to the new owner.

Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

WHERE TO GO FOR MAINTENANCE

You may have maintenance performed on your vehicle by any qualified person or facility. However, Lexus recommends having maintenance performed by an authorized Lexus dealership.

Lexus dealership technicians are specially trained to maintain and repair Lexus vehicles. They stay current on the latest service information through Lexus technical bulletins, service publications and training courses. Many are also certified through the Lexus Commitment to Perfection Certification Program, which requires specialized, state-of-the-art training as well as rigorous exams through both Lexus and the National Institute for Automotive Service Excellence.

You can be confident you're getting the best possible service for your vehicle when you take it to a Lexus dealership. Plus, a Lexus dealership will always use Genuine Lexus Parts designed specifically for your vehicle.

REPLACEMENT PARTS

Warranty coverage is not dependent upon the use of any particular brand of replacement parts. However, Lexus recommends using only Genuine Lexus Parts when you need to replace a part on your vehicle. Like all Lexus products, Genuine Lexus Parts are built to the highest standards of quality, durability and performance. They are also designed to fit your vehicle's exact specifications.

Your Lexus dealership maintains an extensive inventory of Genuine Lexus Parts to meet your vehicle service needs. And because it is linked electronically to Lexus Parts Distribution Centers, the dealership has quick access to any parts it may not have in stock.

Genuine Lexus Parts are covered by their own warranty (see your dealer for details) or the remainder of any applicable New Vehicle Limited Warranty, whichever is longer. **Non-Genuine Lexus Parts, or any damage or failures resulting from their use, are not covered by any Lexus warranty.**

BY GEOGRAPHIC REGION

In the United States, U.S. Territories and Canada

To obtain warranty service in the United States, U.S. territories or Canada, take your vehicle to an authorized Lexus dealership. If your vehicle cannot be driven, contact your nearest Lexus dealership for towing assistance. You do not have to pay for towing to the nearest Lexus dealership if your vehicle is inoperable due to failure of a warranted part.

Outside the United States, U.S. Territories and Canada

If you are using your vehicle outside the United States, U.S. territories and Canada and need warranty service, contact a local Lexus dealership. Please note, however, that your vehicle may not be repaired free of charge because the local Lexus distributor may have no obligation to provide warranty service for your vehicle, and/or your vehicle may not comply with local regulatory or environmental requirements.

EMERGENCY REPAIRS

Lexus recommends having maintenance and repairs for your LS 600h L performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, contact Lexus Customer Satisfaction at (800) 255-3987 or log on to www.lexus.com.

Maintenance and repairs not performed by an authorized Lexus dealership should be performed by a qualified technician following procedures in Lexus service and repair publications.

Please refer to the important safety precautions found on the inside front cover of this booklet.

If your vehicle is inoperable or unsafe to drive and there is no Lexus dealership reasonably available to make repairs, you may perform the repairs yourself or have them performed by another automotive service provider. Lexus will reimburse you for any of

the repairs that are covered by warranty. To receive reimbursement, present to an authorized Lexus dealership your paid repair invoices and any parts that were removed from the vehicle. You will be reimbursed for warranted parts at the manufacturer's suggested retail price and warranted labor at a geographically appropriate hourly rate multiplied by Lexus' recommended time allowance for the repair.

If your vehicle requires emergency repair, Lexus assumes no liability for subsequent failures caused by improper repairs or the use of non-Genuine Lexus Parts unless you have the vehicle properly repaired in a timely manner. To ensure that warranty coverage remains intact, have your vehicle inspected by an authorized Lexus dealership as soon as possible after an emergency repair.